

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

TONY GLENN,

Complainant,

vs.

THE PEOPLES GAS LIGHT AND
COKE COMPANY,

Respondent.

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Docket No. 02-0576

NOTICE OF FILING

To: Mr. Tony Glenn
11127 South Homewood
Chicago, Illinois 60643

Administrative Law Judge Riley
Illinois Commerce Commission
State of Illinois Building
160 N. LaSalle, Suite C-800
Chicago, IL 60601

PLEASE TAKE NOTICE that on this 17th day of September, 2003, I have filed with the Chief Clerk of the Illinois Commerce Commission, the Response of The Peoples Gas Light and Coke Company, a copy of which is hereby served upon you.

CERTIFICATE OF SERVICE

I hereby certify that I have this day served this Respondent's Response by UPS, by personal delivery of by placing a copy thereof in the United States mail with first class postage affixed, addressed to the Complainant and the Administrative Law Judge in Docket No. 02-0576. Dated at Chicago, Illinois this 17th day of September, 2003.

Respectfully submitted,

By

Peter Brigida

Peter Brigida
An Attorney for

The Peoples Gas Light and
Coke Company

OFFICIAL FILE

I.C.C. DOCKET NO. 02-0576

Compl. No. 3

Witness Tony Glenn

Date 12/30/03 Reporter TR

**STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION**

TONY GLENN,

Complainant,

vs.

THE PEOPLES GAS LIGHT AND
COKE COMPANY,

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Docket No. 02-0576

RESPONDENT'S RESPONSE TO AUGUST 22, 2003 RULING

NOW COMES RESPONDENT, The Peoples Gas Light and Coke Company, by and through its attorney, Peter Brigida, and pursuant to Section 200.370 of the Illinois Commerce Commission ("Commission") Rules of Practice ("Rules"), 83 Ill. Adm. Code 200.10 et seq., hereby responds to the Administrative Law Judge's August 22, 2003 ruling regarding discovery in the above captioned proceeding.

Introduction

1. On August 22, 2003, the Administrative Law Judge issued a ruling requiring the Respondent to:

- (1) provide a list of those items from Complainant's March 18, 2003 discovery request (amended) that it has thus far submitted to Complainant, and
- (2) furnish to Complainant all remaining requested items or else file with the Chief Clerk a precise written explanation for its failure to furnish such items.

2. In accordance with the August 22, 2003 ruling, attached hereto as Exhibit A is a copy of the discovery responses Respondent has provided to Complainant.
3. Respondent has not provided responses to Complainant's Request for Documents numbers 1 through 4. Respondent has not provided responses to these requests because Respondent has objected to each of these requests as vague and overly broad. Respondent noted such objections during several of the status hearings on this matter, and the Administrative Law Judge found such objections to be valid. At several of these status hearings Complainant agreed to revise Complainant's Request for Documents numbers 1 through 4 in such a manner that would address the objections lodged by Respondent. However, Complainant has failed to make any such revisions. Therefore, Respondent continues to object to such requests as vague an overly broad.

Respectfully submitted,

By



Peter Brigida

An Attorney for

The Peoples Gas Light and Coke
Company

James Hinchliff
Matthew Greene
Peter Brigida
Attorneys for
The Peoples Gas Light and Coke
Company
130 East Randolph – 23rd Floor
Chicago, Illinois 60601
Telephone: (312) 240-4461
Facsimile: (312) 240-4486

Dated this 17th day of September, 2003
at Chicago, Illinois

EXHIBIT A



June 20, 2003

Mr. Tony Glenn
11127 South Homewood Avenue
Floor 2
Chicago, Illinois 60643

Dear Mr. Glenn:

In accordance with Administrative Law Judge Riley's ruling of April 28, 2003, below are The Peoples Gas Light and Coke Company's Answers to your March 31, 2003 Interrogatories and Responses to certain of your March 31, 2003 Requests for Documents.

Answer to Interrogatory #1:

The Peoples Gas Light and Coke Company has records showing your name and social security number were used to obtain service at 4341 North Kenmore from January 1, 1990 through July 29, 1993. The balance due for this account is \$572.63.

Answer to Interrogatory #2:

The Peoples Gas Light and Coke Company's does not claim that you owe any balance for service provided to 2446 North Spaulding from January 1992 through July 1993.

Response to Request #5:

Please see Attachment #5.

Response to Request #6:

Please see Attachment #5.

Response to Request #7:

The Peoples Gas Light and Coke Company follows the requirements of 83 Illinois Administrative Code, Section 280.160, a copy of which is included in Attachment #7.

Please call me should you have any questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Peter Brigida".

Peter Brigida
Counsel

Writer's Direct Dial:
(312) 240-4461

ATTACHMENT #5

August 7, 2002

Mr. Tony Glenn
11127 S. Homewood Av FL 2
Chicago, IL 60643

RE: Acct # 2 5000 2938 3365

Dear Mr. Glenn:

We were recently contacted by the Illinois Commerce Commission (ICC) regarding your gas bill. We understand your concern and want you to know that we conducted a thorough review of our records in an effort to quickly resolve this billing issue. I apologize for any inconvenience this may have caused.

Our records indicate your name and social security number were used to obtain service at 4341 N. Kenmore FL 1 from January 1, 1990 to July 29, 1993. The balance due for this account is \$572.63.

Your name and social security number were also used to obtain service at 2446 N. Spaulding FL 2 from November 1, 1995 to September 30, 1997. The balance due for this account is \$451.28.

These charges will not be removed unless you can provide documentation showing your identification was stolen prior to January 1, 1990.

We offer payment arrangements to help you manage your bill. Please contact me at (312) 240-7351 and we can make arrangements that are convenient for you.

Thank you for your patience as we looked into this matter. A copy of this letter has been mailed to the Illinois Commerce Commission.

Sincerely,

K. Staley
Special Services

August 7, 2002

Ms. Carol Mastropietro
Illinois Commerce Commission
State of Illinois Building
160 N. La Salle Suite C-800
Chicago, IL 60601-3104

RE: Tony Glenn
11127 S. Homewood Av
FL 2
Chicago, IL 60643
ILCC File # 2002-20332C

Dear Ms. Mastropietro:

This letter is in response to an inquiry received by the Illinois Commerce Commission from Mr. Glenn concerning his gas bill for service at the above address.

Mr. Glenn is disputing charges that have been transferred to the above account from two different addresses. The first address is 4341 N. Kenmore FL 1 for service from January 1, 1990 to July 29, 1993. The amount due is \$572.63. The second address is 2446 N. Spaulding FL 2 for service from November 1, 1995 to September 30, 1997. The amount due is \$451.28.

His name and social security number were used to obtain service at both addresses. A letter has been mailed to Mr. Glenn advising him he is responsible for these charges unless he can provide documentation showing his identification had been stolen. A copy of this letter is enclosed for your review.

Sincerely,

E. Jeffers
Supervisor
Customer Service

KS/ks
Enclosure

April 16, 2003

RE: 2-5000-2938-3365
11127 S Homewood Ave FL 2

11127 S. HOMEWOOD PROPERTIES
11127 S HOMEWOOD AVE FL 2
CHICAGO IL 60643-4211

Security Deposit Receipt - Residential

Dear Customer:

Peoples Gas Light And Coke recently recorded a security deposit of \$ 124.00 for your Residential
account at the above service address. We assigned a number to your deposit: 1. Please keep this letter
as a record of your security deposit. If you pay your account balance in full and on time for 12
consecutive months, or if your service is turned off, the security deposit will be applied to your
account.

If service is stopped for non-payment, the deposit, plus interest, will be applied to your
account. You will have to pay all charges, plus a new security deposit, before your gas service is
turned back on.

Sincerely,

Customer Care

Duplicate Bill

Customer Inquiries: 866-556-6001 Emergencies: 866-556-6002

Bill Date	Account Number	Payment Due Date	Amount Due
06/19/2002	2 5000 2938 3365	07/11/2002	\$1,026.55

CUSTOMER

Name Tony Glenn
 Account Number 2 5000 2938 3365
 Service Address 11127 S Homewood Ave FL 2
 Chicago IL 60643-4211
 Service Classification Rate 1 - Small Residential Service
 Heating Account No
 Next Meter Reading July 17, 2002

CURRENT USAGE

Billing Period 06-12-02 to 06-17-02 Days of Service 5

Meter Reading		
Previous	Current	Difference
Meter Number P2681153		(100 Cubic Feet)
449 Estimate 06-12	450 Estimate 06-17	1

Therm Conversion 1 x 1.020 BTU Factor = 1.02 Therms

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance \$0.00
 Transfer debit 1,023.91
 Balance \$1,023.91

Current Charges

Customer Charge 1.58

Distribution Charge
 Under 50 Therms \$.36375 x 1.02 Therms = 0.37

Environ Activities \$.00740 x 1.02 Therms = 0.01

Gas Charge \$.45060 x 1.02 Therms = 0.46

Current Charges Before Taxes 2.42

Taxes

Chgo Municipal Utility Tax \$2.42 x 8.24% = 0.20

Illinois Gas Revenue Tax \$.024 x 1.02 Therms = 0.02

Current Charges After Taxes 2.64

Total Balance \$1,026.55

MESSAGES

Good news. The gas charge has declined since Energize was published. The June gas charge is now 45.06 cents per therm.

Duplicate Bill

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

PAYMENT COUPON

ACCOUNT NUMBER: 2 5000 2938 3365

Please Pay By 07/11/2002	
If paid after 07/11/2002	\$1,043.21
Account Balance	Amount Enclosed
\$1,026.55	

CAR-RT SORT **C059

11127 S. HOMEWOOD PROPERTIES
 11127 S HOMEWOOD AVE FL 2
 CHICAGO IL 60643-4211

PEOPLES GAS
 CHICAGO IL 60687-0001

If paying by mail, please allow 5 days for delivery.

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Customer Inquiries: 866-556-6001 Emergencies: 866-556-6002

Bill Date	Account Number	Payment Due Date	Amount Due
07/19/2002	2 5000 2938 3365	08/12/2002	\$ 1,065.56

CUSTOMER

Name Tony Glenn
 Account Number 2 5000 2938 3365
 Service Address 11127 S Homewood Ave FL 2
 Chicago IL 60643-4211
 Service Classification Rate 1 - Small Residential Service
 Heating Account No
 Next Meter Reading August 16, 2002

SUMMARY OF USAGE

(Therms)

Average Daily	Jul 2001	Jul 2002
Therms Used	N/A	.41
Temperature	72 F	76 F

CURRENT USAGE

Billing Period 06-17-02 to 07-19-02 Days of Service 32

Meter Reading		Difference (100 Cubic Feet)
Previous	Current	
Meter Number P2681163		
450 Estimate 06-17	463 Actual 07-19	13

Therm Conversion 13 x 1.019 BTU Factor = 13.24 Therms

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$1,026.55
Late payment charge	16.68
Balance	\$1,043.23

Current Charges

Customer Charge 9.46

Distribution Charge
 Under 60 Therms \$.36375 x 13.24 Therms = 4.82

Environ Activities \$.00730 x 13.24 Therms = 0.10

Gas Charge \$.44930 x 13.24 Therms = 5.95

Current Charges Before Taxes 20.32

Taxes

Illinois Gross Revenue Tax \$20.32 x 0.10% = 0.02

Chgo Municipal Utility Tax \$20.32 x 8.24% = 1.67

Illinois Gas Revenue Tax \$.024 x 13.24 Therms = 0.32

Current Charges After Taxes 22.33

Total Balance \$1,065.56

MESSAGES

To pay your gas bill by credit card, simply call 1-888-266-6445.

Duplicate Bill

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

PAYMENT COUPON

ACCOUNT NUMBER: 2 5000 2938 3365

Please Pay By 08/12/2002	
If paid after 08/12/2002	\$1,082.84
Account Balance	Amount Enclosed
\$1,065.56	

CAR-RT SORT **C059

11127 S. HOMEWOOD PROPERTIES
 11127 S HOMEWOOD AVE FL 2
 CHICAGO IL 60643-4211

PEOPLES GAS
 CHICAGO IL 60687-0001

If paying by mail, please allow 5 days for delivery.

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box - > ☐

Customer Inquiries: 866-556-6001 Emergencies: 866-556-6002

Bill Date	Account Number	Payment Due Date	Amount Due
08/19/2002	2 5000 2938 3365	09/10/2002	\$1,096.64

CUSTOMER

Name Tony Glenn
 Account Number 2 5000 2938 3365
 Service Address 11127 S Homewood Ave FL 2
 Chicago IL 60643-4211
 Service Classification Rate 1 - Small Residential Service
 Heating Account No
 Next Meter Reading September 17, 2002

SUMMARY OF USAGE

(Therms)

Average Daily Therms Used Temperature	Aug 2001 N/A 76 F	Aug 2002 .14 75 F
---------------------------------------------	-------------------------	-------------------------

CURRENT USAGE

Billing Period 07-19-02 to 08-17-02 Days of Service 29

Previous	Meter Reading	Current	Difference
Meter Number P2681163			(100 Cubic Feet)
463 Actual 07-19		467 Actual 08-17	4

Therm Conversion 4 x 1.018 BTU Factor = 4.07 Therms

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$1,065.66
Late payment charge	17.26
Balance	\$1,082.82

Current Charges

Customer Charge 9.46

Distribution Charge
 Under 50 Therms \$.36375 x 4.07 Therms = 1.48

Environ Activities \$.00750 x 4.07 Therms = 0.03

Gas Charge \$.41940 x 4.07 Therms = 1.71

Current Charges Before Taxes 12.67

Taxes

Illinois Gross Revenue Tax \$12.67 x 0.10% = 0.01

Chgo Municipal Utility Tax \$12.67 x 8.24% = 1.04

Illinois Gas Revenue Tax \$.024 x 4.07 Therms = 0.10

Current Charges After Taxes 13.82

Total Balance \$1,096.64

MESSAGES

To pay your gas bill by credit card, simply call 1-888-266-6446.

Safety Tip: Old or damaged flexible connectors are often the source of gas leaks within a home. Call 1-888-556-6001 today for an estimate to inspect your connectors and replace them, if needed.

Duplicate Bill

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

PAYMENT COUPON

ACCOUNT NUMBER: 2 5000 2938 3365

Please Pay By 09/10/2002	
If paid after 09/10/2002	\$1,114.39
Account Balance	Amount Enclosed
\$1,096.64	

If paying by mail, please allow 5 days for delivery.

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

CAR-RT SORT **C069

11127 S. HOMEWOOD PROPERTIES
 11127 S HOMEWOOD AVE FL 2
 CHICAGO IL 60643-4211

PEOPLES GAS
 CHICAGO IL 60687-0001

Customer Inquiries: 866-556-6001 Emergencies: 866-556-6002

Bill Date	Account Number	Payment Due Date	Amount Due
09/18/2002	2 5000 2938 3365	10/10/2002	\$1,128.10

CUSTOMER

Name **Tony Glenn**
 Account Number **2 5000 2938 3365**
 Service Address **11127 S Homewood Ave FL 2**
 Chicago IL 60643-4211
 Service Classification **Rate 1 - Small Residential Service**
 Heating Account **No**
 Next Meter Reading **October 16, 2002**

SUMMARY OF USAGE

(Therms)

Average Daily Therms Used	Sep 2001	Sep 2002
	N/A	.13
Temperature	68 F	70 F

CURRENT USAGE

Billing Period 08-17-02 to 09-18-02 Days of Service 32

Meter Reading		Difference
Previous	Current	
Meter Number P2681163		(100 Cubic Feet
467 Actual 08-17	471 Actual 09-18	4
Therm Conversion 4 x 1.018 BTU Factor =		4.07 Therms

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$1,096.64
Late payment charge	17.73
Balance	\$1,114.37

Current Charges

Customer Charge 9.45

Distribution Charge
Under 50 Therms \$.36375 x 4.07 Therms = 1.48

Environ Activities \$.00820 x 4.07 Therms = 0.03

Gas Charge \$.39790 x 4.07 Therms = 1.62

Current Charges Before Taxes 12.58

Taxes

Illinois Gross Revenue Tax \$12.58 x 0.10% = 0.01

Chgo Municipal Utility Tax \$12.58 x 8.24% = 1.04

Illinois Gas Revenue Tax \$.024 x 4.07 Therms = 0.10

Current Charges After Taxes 13.73

Total Balance **\$1,128.10**

MESSAGES

Don't wait...Prepare for winter now. See this month's Energize for details on managing your gas bill, customer financial assistance and energy conservation.

To pay your gas bill by credit card, simply call 1-888-256-6445.

Duplicate Bill

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

PAYMENT COUPON

ACCOUNT NUMBER: **2 5000 2938 3365**

Please Pay By 10/10/2002	
If paid after 10/10/2002	\$1,146.32
Account Balance	Amount Enclosed
\$1,128.10	

If paying by mail, please allow 5 days for delivery.

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

CAR-RT SORT **C059

11127 S. HOMEWOOD PROPERTIES
 11127 S HOMEWOOD AVE FL 2
 CHICAGO IL 60643-4211

PEOPLES GAS
 CHICAGO IL 60687-0001

Customer Inquiries: 866-556-6001 Emergencies: 866-556-6002

Bill Date	Account Number	Payment Due Date	Amount Due
10/17/2002	2 5000 2938 3365	11/08/2002	\$1,174.15

CUSTOMER

Name Tony Glenn
 Account Number 2 5000 2938 3365
 Service Address 11127 S Homewood Ave Fl 2
 Chicago IL 60643-4211
 Service Classification Rate 1 - Small Residential Service
 Heating Account No
 Next Meter Reading November 15, 2002

SUMMARY OF USAGE

(Therms)

Average Daily Therms Used Temperature	Oct 2001 N/A 65 F	Oct 2002 1.19 60 F
---------------------------------------------	-------------------------	--------------------------

CURRENT USAGE

Billing Period 09-18-02 to 10-17-02 Days of Service 29

Meter Reading		Difference (100 Cubic Feet)
Previous	Current	
Meter Number P2681163		
471 Actual 09-18	506 Actual 10-17	34

Therm Conversion 34 x 1.018 BTU Factor = 34.61 Therms

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance \$1,128.10
 Thank you for your payment 13.13
 Late payment charge 17.99
 Balance \$1,132.96

Current Charges

Customer Charge 9.46

Distribution Charge
 Under 60 Therms \$.36375 x 34.61 Therms = 12.69

Environ Activities \$.00870 x 34.61 Therms = 0.30

Gas Charge \$.43090 x 34.61 Therms = 14.91

Current Charges Before Taxes 37.26

Taxes

Illinois Gross Revenue Tax \$37.25 x 0.10% = 0.04

Chgo Municipal Utility Tax \$37.25 x 8.24% = 3.07

Illinois Gas Revenue Tax \$.024 x 34.61 Therms = 0.83

Current Charges After Taxes 41.19

Total Balance \$1,174.15

MESSAGES

Prepare for winter. See the enclosed insert to find out where Peoples Energy experts will be on hand to offer tips on getting financial assistance, managing your gas bill and conserving energy.

At the time of this statement, your account was past due. Failure to pay on time may result in a security deposit request and further collection actions. Please pay the amount shown today. A lack of timely payments can adversely affect your credit rating.

To pay your gas bill by credit card, simply call 1-888-266-6445.

Duplicate Bill

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

PAYMENT COUPON

ACCOUNT NUMBER: 2 5000 2938 3365

CAR-RT SORT **C069

11127 S. HOMEWOOD PROPERTIES
 11127 S HOMEWOOD AVE FL 2
 CHICAGO IL 60643-4211

PEOPLES GAS
 CHICAGO IL 60687-0001

Please Pay By 11/08/2002	
If paid after 11/08/2002	\$1,193.04
Account Balance	Amount Enclosed
\$1,174.15	

If paying by mail, please allow 5 days for delivery.

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Customer Inquiries: 866-556-6001 Emergencies: 866-556-6002

Bill Date	Account Number	Payment Due Date	Amount Due
11/18/2002	2 5000 2938 3365	12/10/2002	\$1,264.69

CUSTOMER

Name Tony Glenn
 Account Number 2 5000 2938 3365
 Service Address 11127 S Homewood Ave FL 2
 Chicago IL 60643-4211
 Service Classification Rate 1 - Small Residential Service
 Heating Account No
 Next Meter Reading December 17, 2002

SUMMARY OF USAGE

(Therms)

Average Daily Therms Used Temperature	Nov 2001 N/A 50 F	Nov 2002 4.29 42 F
---------------------------------------------	-------------------------	--------------------------

CURRENT USAGE

Billing Period 10-17-02 to 11-18-02 Days of Service 32

Previous	Meter Reading	Current	Difference
Meter Number P2681153			(100 Cubic Feet)
506 Actual 10-17		640 Actual 11-18	136

Therm Conversion 136 x 1.018 BTU Factor = 137.43 Therms

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$1,174.15
Thank you for your payment	41.91
Late payment charge	18.86
Balance	\$1,151.09

Current Charges

Customer Charge	9.45
Distribution Charge	
First 50 Therms	\$.36375 x 50.00 Therms = 18.19
Over 50 Therms	\$.11445 x 87.43 Therms = 10.01
Environ Activities	\$.00900 x 137.43 Therms = 1.24
Gas Charge	\$.45780 x 137.43 Therms = 62.92
Current Charges Before Taxes	107.81
Taxes	
Illinois Gross Revenue Tax	\$101.81 x 0.10% = 0.10
Chgo Municipal Utility Tax	\$101.81 x 8.24% = 8.39
Illinois Gas Revenue Tax	\$.024 x 137.43 Therms = 3.30
Current Charges After Taxes	113.60
Total Balance	\$1,264.69

MESSAGES

Peoples Gas has worked hard to protect customers from high gas prices this winter through our price protection program. Read this month's Energize for details.

At the time of this statement, your account was past due. Failure to pay on time may result in a security deposit request and further collection actions. Please pay the amount shown today. A lack of timely payments can adversely affect your credit rating.

To pay your gas bill by credit card, simply call 1-888-266-6446.

Duplicate Bill

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

PAYMENT COUPON

ACCOUNT NUMBER: 2 5000 2938 3365

Please Pay By 12/10/2002	
If paid after 12/10/2002	\$1,284.83
Account Balance	Amount Enclosed
\$1,264.69	

If paying by mail, please allow 5 days for delivery.

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

CAR-RT SORT **C059

11127 S. HOMEWOOD PROPERTIES
 11127 S HOMEWOOD AVE FL 2
 CHICAGO IL 60643-4211

PEOPLES GAS
 CHICAGO IL 60687-0001

Customer Inquiries: 866-556-6001 Emergencies: 866-556-6002

Bill Date	Account Number	Payment Due Date	Amount Due
12/18/2002	2 5000 2938 3365	01/09/2003	\$1,371.16

CUSTOMER

Name Tony Glenn
 Account Number 2 5000 2938 3365
 Service Address 11127 S Homewood Ave FL 2
 Chicago IL 60643-4211
 Service Classification Rate 1 - Small Residential Service
 Heating Account No
 Next Meter Reading January 16, 2003

SUMMARY OF USAGE

(Thermal)

Average Daily Therms Used Temperature	Dec 2001 N/A 43 F	Dec 2002 6.38 30 F
---------------------------------------------	-------------------------	--------------------------

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance \$1,264.69
 Thank you for your payment 101.81
 Late payment charge 18.46
 Deposit Installment 40.00
 Balance \$1,221.34

Current Charges

Customer Charge 9.46

Distribution Charge
 First 60 Therms \$.36375 x 50.00 Therms = 18.19
 Over 60 Therms \$.11446 x 141.38 Therms = 16.18

Environ Activities \$.01000 x 191.38 Therms = 1.91
 Gas Charge \$.46150 x 191.38 Therms = 88.32
 Current Charges Before Taxes 134.06

Taxes

Illinois Gross Revenue Tax \$134.06 x 0.10% = 0.13
 Chgo Municipal Utility Tax \$134.06 x 8.24% = 11.06
 Illinois Gas Revenue Tax \$.024 x 191.38 Therms = 4.59
 Current Charges After Taxes 149.82

Total Balance \$1,371.16

CURRENT USAGE

Billing Period 11-18-02 to 12-18-02 Days of Service 30

Previous	Meter Reading	Current	Difference
Meter Number P2681163			(100 Cubic Feet)
640 Actual 11-18		828 Actual 12-18	188
Therm Conversion	188 x 1.018 BTU Factor =		191.38 Therms

MESSAGES

Give a Gift of Warmth with a Peoples Energy Gift Card and help family, friends and neighbors pay their gas bill. Read this month's Energize for details.

At the time of this statement, your account was past due. Failure to pay on time may result in a security deposit request and further collection actions. Please pay the amount shown today. A lack of timely payments can adversely affect your credit rating.

To pay your gas bill by credit card, simply call 1-888-266-6446. A \$4.95 transaction fee will apply.

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

Duplicate Bill

PAYMENT COUPON

ACCOUNT NUMBER: 2 5000 2938 3365

Please Pay By 01/09/2003	
If paid after 01/09/2003	\$1,392.09
Account Balance	Amount Enclosed
\$1,371.16	

CAR-RT SORT **C059

11127 S. HOMEWOOD PROPERTIES
 11127 S HOMEWOOD AVE FL 2
 CHICAGO IL 60643-4211

PEOPLES GAS
 CHICAGO IL 60687-0001

If paying by mail, please allow 5 days for delivery.

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Customer Inquiries: 866-556-6001 Emergencies: 866-556-6002

Bill Date	Account Number	Payment Due Date	Amount Due
01/17/2003	2 5000 2938 3365	02/10/2003	\$1,444.25

CUSTOMER

Name Tony Glenn
 Account Number 2 5000 2938 3365
 Service Address 11127 S Homewood Ave FL 2
 Chicago IL 60643-4211
 Service Classification Rate 1 - Small Residential Service
 Heating Account No
 Next Meter Reading February 14, 2003

SUMMARY OF USAGE

(Therma)

Average Daily	Jan 2002	Jan 2003
Therms Used	N/A	7.84
Temperature	27 F	29 F

CURRENT USAGE

Billing Period 12-18-02 to 01-17-03 Days of Service 30

Previous	Meter Reading	Current	Difference
Meter Number P26B1153			(100 Cubic Feet)
828 Actual 12-18		1059 Actual 01-17	231

Therm Conversion 231 x 1.018 BTU Factor = 236.15 Therms

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous Balance	\$1,371.16
Thank you for your payment	149.82
Deposit Installment	40.00
Balance	\$1,261.34

Current Charges

Customer Charge	9.45
Distribution Charge	
First 50 Therms	\$.36375 x 50.00 Therms = 18.19
Over 50 Therms	\$.11445 x 186.15 Therms = 21.19
Environ Act/Miles	\$.01060 x 236.15 Therms = 2.49
Gas Charge	\$.47760 x 236.15 Therms = 112.31
Current Charges Before Taxes	163.63
Taxes	
Illinois Gross Revenue Tax	\$163.63 x 0.10 % = 0.16
Chgo Municipal Utility Tax	\$163.63 x 8.24 % = 13.48
Illinois Gas Revenue Tax	\$.024 x 236.15 Therms = 5.64
Current Charges After Taxes	182.91
Total Balance	\$1,444.25

MESSAGES

Get all the financial assistance that is available to you. See the Get Financial Relief Energize story and the enclosed Tax Assistance insert for details.

At the time of this statement, your account was past due. Failure to pay on time may result in a security deposit request and further collection actions. Please pay the amount shown today. A lack of timely payments can adversely affect your credit rating.

To pay your gas bill by credit card, simply call 1-888-256-6446. A \$4.95 transaction fee will apply.

Duplicate Bill

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

PAYMENT COUPON

ACCOUNT NUMBER: 2 5000 2938 3365

Please Pay By 02/10/2003	
If paid after 02/10/2003	\$1,466.69
Account Balance	Amount Enclosed
\$1,444.25	

CAR-RT SORT **C059

11127 S. HOMEWOOD PROPERTIES
 11127 S HOMEWOOD AVE FL 2
 CHICAGO IL 60643-4211

PEOPLES GAS
 CHICAGO IL 60687-0001

If paying by mail, please allow 5 days for delivery.

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Customer Inquiries: 866-556-6001 Emergencies: 866-556-6002

Bill Date	Account Number	Payment Due Date	Amount Due
02/17/2003	2 5000 2938 3365	03/11/2003	\$1,596.57

CUSTOMER

Name Tony Glenn
 Account Number 2 5000 2938 3365
 Service Address 11127 S Homewood Ave Fl 2
 Chicago IL 60643-4211
 Service Classification Rate 1 - Small Residential Service
 Heating Account No
 Next Meter Reading March 17, 2003

SUMMARY OF USAGE

(Therms)

Average Daily	Feb 2002	Feb 2003
Therms Used	N/A	10.31
Temperature	32 F	19 F

CURRENT USAGE

Billing Period 01-17-03 to 02-15-03 Days of Service 29

Meter Reading		Difference
Previous	Current	
Meter Number P2681163		(100 Cubic Feet)
1069 Actual 01-17	1363 Actual 02-15	294
Therm Conversion	294 x 1.017 BTU Factor =	298.99 Therms

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$1,444.26
Thank you for your payment	142.91
Late payment charge	21.79
Deposit installment	40.00
Balance	\$1,363.13

Current Charges

Customer Charge	9.46
Distribution Charge	
First 50 Therms	\$.36375 x 50.00 Therms = 18.19
Over 50 Therms	\$.11445 x 248.99 Therms = 28.60
Environ Activities	\$.01090 x 298.99 Therms = 3.26
Gas Charge	\$.49980 x 298.99 Therms = 149.44
Current Charges Before Taxes	208.84
Taxes	
Illinois Gross Revenue Tax	\$208.84 x 0.10 % = 0.21
Chgo Municipal Utility Tax	\$208.84 x 8.24 % = 17.21
Illinois Gas Revenue Tax	\$.024 x 298.99 Therms = 7.18
Current Charges After Taxes	233.44
Total Balance	\$1,596.57

MESSAGES

At the time of this statement, your account was past due. Failure to pay on time may result in a security deposit request and further collection actions. Please pay the amount shown today. A lack of timely payments can adversely affect your credit rating.

The Peoples Energy price protection plan is helping to prevent severe price spikes this winter. See this month's Energize for details.

To pay your gas bill by credit card, simply call 1-888-266-6446. A \$4.95 transaction fee will apply.

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

PAYMENT COUPON

ACCOUNT NUMBER: 2 5000 2938 3365

CAR-RT SORT **C069

11127 S. HOMEWOOD PROPERTIES
 11127 S HOMEWOOD AVE FL 2
 CHICAGO IL 60643-4211

PEOPLES GAS
 CHICAGO IL 60687-0001

Please Pay By 03/11/2003	
If paid after 03/11/2003	\$1,621.08
Account Balance	Amount Enclosed
\$1,596.57	

If paying by mail, please allow 5 days for delivery.

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Customer Inquiries: 866-556-6001 Emergencies: 866-556-6002

Bill Date	Account Number	Payment Due Date	Amount Due
03/18/2003	2 5000 2938 3365	04/09/2003	\$1,666.39

CUSTOMER

Name **Tony Glenn**
 Account Number **2 5000 2938 3365**
 Service Address **11127 S Homewood Ave Fl 2**
Chicago IL 60643-4211
 Service Classification **Rate 1 - Small Residential Service**
 Heating Account **No**
 Next Meter Reading **April 15, 2003**

SUMMARY OF USAGE

(Thermal)

Average Daily	Mar 2002	Mar 2003
Therms Used	N/A	7.37
Temperature	34 F	28 F

CURRENT USAGE

Billing Period **02-15-03 to 03-18-03** Days of Service **31**

Meter Reading		Difference
Previous	Current	
Meter Number P2681163		(100 Cubic Feet)
1353 Actual 02-15	1578 Actual 03-18	225
Therm Conversion	225 x 1.016 BTU Factor =	228.60 Therms

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$1,696.67
Thank you for your payment	168.84
Late payment charge	21.74
Deposit installment	4.00
Balance	\$1,453.47

Current Charges

Customer Charge 9.46

Distribution Charge	
First 50 Therms	\$.36375 x 50.00 Therms = 18.19
Over 50 Therms	\$.11445 x 178.60 Therms = 20.44
Environ Activities	\$.01120 x 228.60 Therms = 2.66
Gas Charge	\$.61600 x 228.60 Therms = 140.82
Current Charges Before Taxes	191.46

Taxes

Illinois Gross Revenue Tax	\$191.46 x 0.10% = 0.19
Chgo Municipal Utility Tax	\$191.46 x 8.24% = 15.78
Illinois Gas Revenue Tax	\$.024 x 228.60 Therms = 5.49
Current Charges After Taxes	212.92

Total Balance **\$1,666.39**

Duplicate Bill

MESSAGES

At the time of this statement, your account was past due. Failure to pay on time may result in a security deposit request and further collection actions. Please pay the amount shown today. A lack of timely payments can adversely affect your credit rating.

Home safety is important to us. See the enclosed insert to learn important information about flexible connectors. Flexible connectors attach your appliances to gas service.

To pay your gas bill by credit card, simply call 1-888-266-6446. A \$4.95 transaction fee will apply.

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

PAYMENT COUPON

ACCOUNT NUMBER: **2 5000 2938 3365**

Please Pay By 04/09/2003	
If paid after 04/09/2003	\$1,691.66
Account Balance	Amount Enclosed
\$1,666.39	

CAR-RT SORT **C069

11127 S. HOMEWOOD PROPERTIES
 11127 S HOMEWOOD AVE FL 2
 CHICAGO IL 60643-4211

PEOPLES GAS
 CHICAGO IL 60687-0001

If paying by mail, please allow 5 days for delivery.

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Peoples Gas
130 E Randolph Dr - Chicago IL 60601

Customer Inquiries 1-866-556-6001
Emergencies 1-866-556-6002
En Español 1-866-556-6003
TDD Line 1-866-556-6007

Bill Date	Account Number	Payment Due Date	Amount Due
04/16/2003	2 5000 2938 3365	05/08/2003	\$199.50

Name Tony Glenn
Service Address 11127 S Homewood Ave FL 2
Chicago IL 60643-4211
Service Classification Rate 1 - Small Residential Service - Non-Heating

Activity Since Last Bill

Previous Balance \$1,666.39
Thank You For Your Payment - \$212.92
Late Payment Charge \$4.60
Balance **\$1,458.07**

Delivery Charge

Customer Charge \$9.45
First 60 Therms \$36375x 60.00Therms = \$18.19
Over 60 Therms \$11445x 46.52Therms = \$5.32
\$32.96

Environmental Charge \$.01100x 96.52Therms = \$1.06

Gas Charge \$.67080x 96.52Therms = \$64.75

Taxes

State Tax \$98.77x 0.10 % = \$0.10
Chicago Municipal Tax \$98.77x 8.24 % = \$8.14
Gas Revenue Tax \$.024x 96.52Therms = \$2.32
\$10.56

Total Current Charges **\$109.33**

AMOUNT DUE **\$1,567.40**

Messages

At the time of this statement, your account was past due. Please pay \$1,567.40 today to avoid collection activity and a negative credit rating.

You have a disputed amount of \$1,367.90 that is not included in the amount due.

Current Usage
Billing Period From 03-18-03 To 04-16-03 29 days

Meter Reading

Meter Number P2681153
Current Actual 1673 04-16-03
Previous Actual 1578 03-18-03
Difference 95 (100 Cubic Feet)

Therm Conversion
95 x 1.016 BTU Factor = 96.52 Therms

Average Daily	Apr 2002	Apr 2003
Therms Used	N/A	3.33
Temperature	42 F	45 F

See back of bill for definitions of terms used on this bill.

Duplicate Bill

Your service is provided by Peoples Gas, a subsidiary of Peoples Energy Corporation. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

ACCOUNT NUMBER: 2 5000 2938 3365

Please Pay By 05/08/2003
Please write your account number on your check.

If paid after 05/08/2003 \$1,570.37

Amount Due

\$199.50

Amount Enclosed

CAR-RT SORT **C059

11127 S. HOMEWOOD PROPERTIES
11127 S HOMEWOOD AVE FL 2
CHICAGO IL 60643-4211

PEOPLES ENERGY
CHICAGO IL 60687-0001

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Peoples Gas
130 E Randolph Dr - Chicago IL 60601

Customer Inquiries 1-866-556-6001
Emergencies 1-866-556-6002
En Español 1-866-556-6003
TDD Line 1-866-556-6007

Bill Date	Account Number	Payment Due Date	Amount Due
05/15/2003	2 5000 2938 3365	06/06/2003	\$149.96

Name **Tony Glenn**
Service Address **11127 S Homewood Ave FL 2**
Chicago IL 60643-4211
Service Classification **Rate 1 - Small Residential Service - Non-Heating**

Activity Since Last Bill

Previous Balance \$1,557.40
Thank You For Your Payment - \$109.33
Late Payment Charge \$1.32
Balance **\$1,459.39**

Delivery Charge

Customer Charge \$9.46
Under 60 Therms \$36375x 43.73Therms = \$15.91
\$25.36

Environmental Charge \$.01100x 43.73Therms = \$0.48

Gas Charge \$.62100x 43.73Therms = \$27.16

Taxes

State Tax \$53.00x 0.10 % = \$0.06
Chicago Municipal Tax \$53.00x 8.24 % = \$4.37
Gas Revenue Tax \$.024x 43.73Therms = \$1.06
\$5.47

Total Current Charges **\$58.47**

AMOUNT DUE

\$1,517.86

Messages

At the time of this statement, your account was past due. Please pay \$1,517.86 today to avoid collection activity and a negative credit rating.

You have a disputed amount of \$1,367.90 that is not included in the amount due.

Current Usage
Billing Period From 04-16-03 To 05-15-03 29 days

Meter Reading

Meter Number P2681153
Current Actual 1716 05-15-03
Previous Actual 1673 04-16-03
Difference 43 (100 Cubic Feet)

Therm Conversion
43 x 1.017 BTU Factor = 43.73 Therms

Average Daily	May 2002	May 2003
Therms Used	N/A	1.51
Temperature	64 F	63 F

See back of bill for definitions of terms used on this bill.

Duplicate Bill

Your service is provided by Peoples Gas, a subsidiary of Peoples Energy Corporation. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

ACCOUNT NUMBER: 2 5000 2938 3365

Please Pay By 06/06/2003
Please write your account number on your check.

If paid after 06/06/2003 \$1,520.07

Amount Due

\$149.96

Amount Enclosed

CAR-RT SORT **C059

11127 S. HOMEWOOD PROPERTIES
11127 S HOMEWOOD AVE FL 2
CHICAGO IL 60643-4211

PEOPLES ENERGY
CHICAGO IL 60687-0001

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Peoples Gas
130 E Randolph Dr - Chicago IL 60601

Customer Inquiries 1-866-556-6001
Emergencies 1-866-556-6002
En Español 1-866-556-6003
TDD Line 1-866-556-6007

Bill Date	Account Number	Payment Due Date	Amount Due
06/17/2003	2 5000 2938 3365	07/09/2003	\$639.71

Name Tony Glenn
Service Address 11127 S Homewood Ave FL 2
Chicago IL 60643-4211
Service Classification Rate 1 - Small Residential Service - Non-Heating

Activity Since Last Bill

Previous Balance \$1,517.86
Thank You For Your Payment - \$58.47
Late Payment Charge \$9.58
Transferred IN Final Bill \$506.20
Balance \$1,975.17

Delivery Charge

Customer Charge \$9.45
Under 50 Therms \$.36375 x 20.34Therms = \$7.40
\$16.85

Environmental Charge \$.00870 x 20.34Therms = \$0.18

Gas Charge \$.61240 x 20.34Therms = \$12.46

Taxes

State Tax \$29.49 x 0.10 % = \$0.03
Chicago Municipal Tax \$29.49 x 8.24 % = \$2.43
Gas Revenue Tax \$.024 x 20.34Therms = \$0.49
\$2.95

Total Current Charges \$32.44

TOTAL BALANCE \$2,007.61

Messages

At the time of this statement, your account was past due. Please pay \$2,007.61 today to avoid disconnection and a negative credit rating.

Your total balance includes a disputed amount of \$1,367.90 which is not included in the amount due.

Current Usage
Billing Period From 06-15-03 To 06-16-03 32 days

Meter Reading

Meter Number P2681153
Current Actual 1736 06-16-03
Previous Actual 1716 06-15-03
Difference 20 (100 Cubic Feet)

Therm Conversion

20 x 1.017 BTU Factor = 20.34 Therms

Average Daily	Jun 2002	Jun 2003
Therms Used	.20	.64
Temperature	61 F	69 F

See back of bill for definitions of terms used on this bill.

Duplicate Bill

Your service is provided by Peoples Gas, a subsidiary of Peoples Energy Corporation. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

ACCOUNT NUMBER: 2 5000 2938 3365

Please Pay By 07/09/2003
Please write your account number on your check.

If paid after 07/09/2003 \$649.92

Amount Due

\$639.71

Amount Enclosed

CAR-RT SORT **C059

11127 S. HOMEWOOD PROPERTIES
11127 S HOMEWOOD AVE FL 2
CHICAGO IL 60643-4211

PEOPLES ENERGY
CHICAGO IL 60687-0001

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

ATTACHMENT #7

Joint Committee on Administrative Rules**ADMINISTRATIVE CODE**

TITLE 83: PUBLIC UTILITIES
CHAPTER I: ILLINOIS COMMERCE COMMISSION
PART 280 PROCEDURES FOR GAS, ELECTRIC, WATER AND SANITARY SEWER UTILITIES
GOVERNING ELIGIBILITY FOR SERVICE, DEPOSITS, PAYMENT PRACTICES AND
DISCONTINUANCE OF SERVICE
SECTION 280.160 DISPUTE PROCEDURES


Section 280.160 Dispute Procedures

- a) A utility shall assign to one or more of its personnel in each of its offices where it transacts business with the public, the duty of hearing, in person, any dispute by an applicant, customer or user. Such personnel shall consider the complainant's allegations and shall explain the complainant's account and utility's contentions in connection therewith. Such personnel shall be authorized to act on behalf of the utility in resolving the complaint and shall be available during all business hours for the duty hereinbefore described.
- b) Where any dispute between a utility and an applicant, customer or user cannot be resolved between the parties, each utility shall direct its personnel engaged in personal contact with the applicant, customer or user seeking such dispute resolution under the provisions of this Part, to inform him/her, if he/she expresses nonacceptance of the decision of such personnel, of his/her right to have the problem considered and acted upon by supervisory personnel of the utility. Each utility shall further direct such supervisory personnel to inform such an applicant, customer, or user who expresses nonacceptance of the decision of such supervisory personnel, of his/her right to have the problem reviewed by the Commission, and shall furnish him/her with the telephone number and address of the Consumer Assistance Section of the Illinois Commerce Commission.
- c) When a customer disputes a particular bill, a utility shall not discontinue service for nonpayment so long as the customer
 - 1) pays the undisputed portion of the bill or an amount equal to last year's bill at the location for the same period normalized for weather, whichever is greater; and
 - 2) pays all future periodic bills by the due date; and
 - 3) enters into bona fide discussions with the utility to settle the dispute with dispatch.
- d) Only net rates shall be charged on any disputed bill paid within fourteen days of resolution of the dispute if the complaint was filed before the bill became past due.

STATE OF ILLINOIS)
) SS
COUNTY OF COOK)

VERIFICATION

I, Peter Brigida, being first duly sworn upon oath, depose and say that I have read the above and foregoing Respondent's Response by me subscribed and know the contents thereof; and that said contents are true in substance and in fact.

By 
Peter Brigida
An Attorney or
The Peoples Gas Light and Coke
Company

SUBSCRIBED and SWORN to
before me this 17th day of September, 2003


Notary Public

